

**6.9.1 Cardholder Training**

In lieu of in-person, hands-on training for all cardholders (including head of household, ARs, and other designated cardholders), the State has requested and received a waiver from FNS, allowing mail-based training. The Contractor shall mail printed EBT training materials to authorized benefit users. Face-to-face training shall be available on an as-needed basis either at a card issuance site or at a walk in training site, depending on the county's chosen conversion methodology (See Section 6.8.1).

The Contractor's staff/trainers must have good interpersonal, communication and presentation skills. They must present themselves professionally and exhibit competence with large groups. The Contractor shall provide evidence, such as resumes or certifications, that the proposed trainers have appropriate experience.

The Contractor shall develop and submit a Recipient Training Plan that describes the scope and content of recipient training materials and plans for meeting the face-to-face training needs.

The Bidder should be aware that as a result of welfare reform efforts, a significant portion of the CalWORKs caseload is employed. The Bidder shall consider the need for flexible training hours in developing the Recipient Training Plan.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Reference Document: \_\_\_\_\_ Page(s) \_\_\_\_\_

Description: \_\_\_\_\_

**6.9.2 Cardholder Training Materials**

The Contractor shall develop and produce all training materials for cardholders. The Contractor shall provide draft and final versions of all training materials to the State for review and approval. The State must approve all training materials, in all languages required, in advance of production. For conversion activities, the Contractor shall produce enough printed training materials for the anticipated conversion caseload plus 20 percent. The Contractor shall be responsible for distributing training materials to designated county card issuance locations. Separate training materials will be developed for FSP only and FSP plus cash.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Reference Document: \_\_\_\_\_ Page(s) \_\_\_\_\_

Description: \_\_\_\_\_